



Montana Healthcare Programs Provider Notice

June 5, 2024

Big Sky Waiver, Developmental Disabilities Program, and Severe Disabling Mental Illness Providers

Implementation of New Home and Community Based Services Provider Portal

This summer, the Department of Public Health and Human Services (DPHHS) is implementing a new technology system for Home and Community Based Service (HCBS) providers. The new system is a HCBS provider portal and will be used by DPHHS and HCBS providers to ensure ongoing compliance with the HCBS Settings Rule. The HCBS provider portal will improve the efficiency of HCBS compliance activities by giving providers one portal in which they will complete their self-assessments and communicate with DPHHS on all related settings activities.

As a reminder, the HCBS Settings Rule is a federal regulation that was passed in 2014. The transition period for DPHHS and HCBS providers to come into compliance ended March 17, 2023. The Settings Rule establishes that individuals receiving HCBS services have full access and benefits of community living with opportunities to receive services in the most integrated setting.

In Montana, the Settings Rule applies to specific 0208 DD Waiver, Severe Disabling Mental Illness (SDMI) Waiver, and Big Sky Waiver (BSW) services.

The Community First Choice (CFC) program will have its own distinct method for ensuring compliance with the Settings Rule. Guidance and training specific to CFC provider requirements will be provided in a separate provider notice.

For more information on the HCBS settings requirements, visit the [Home and Community Based Services website](#).

As we continue to work toward implementation, below are important things to know:

- **Provider Experience Testing:** DPHHS will be working with a small group of HCBS providers in June to use the system and provide input prior to releasing the HCBS provider portal to all HCBS providers.
- **Provider Training and Ongoing Support:** Prior to Implementation, DPHHS will be providing training to HCBS providers on the new system, provider access roles and HCBS settings procedures. There will be live training, recorded training, and written materials available to support providers. Following implementation, DPHHS will hold office hours to provide ongoing support for this transition. We expect training to occur within the next several months and will communicate with providers once the dates have been scheduled.
- **Rollout Approach:** DPHHS intends to roll out the HCBS provider portal using a phased approach. DPHHS will stagger requests for Provider Self Assessments of HCBS settings throughout FY2025.

Contact and Website Information

If you have questions, please contact Ryan Bonser, Behavioral Health and Developmental Disabilities (BHDD) Division, at (406) 444-5978 or email ryan.bonser@mt.gov.

For claims questions or additional information, contact Montana Provider Relations at (800) 624-3958 or (406) 442-1837 or email Montana Provider Relations Helpdesk.

Visit the [Montana Healthcare Programs Provider Information website](#) to access your provider type page. Choose Resources by Provider Type in the left-hand menu.

Visit the [Contact Us page](#) on the Provider Information website for additional DPHHS contact numbers.